



Tri-Agency Tribal Consultation Session

November 30, 2007

REPORT

Presented by

Arizona Health Care Cost Containment System (AHCCCS),
Arizona Department of Health Services (ADHS),
Arizona Department of Economic Security (ADES),
and the Office of the Governor

Introduction

The Tri-Agency Tribal Consultation Session was held on November 30, 2007 at the Governor's Executive Tower in Phoenix, Arizona. The Tribal Consultation Session was hosted by the Arizona Health Care Cost Containment System (AHCCCS), Arizona Department of Health Services (ADHS), and the Arizona Department of Economic Security (ADES) to provide a forum for the state agencies to share information and obtain feedback from tribal representatives about the respective agency programs and services.

Background

The Tri-Agency Tribal Consultation Session was held per Governor Napolitano's Executive Order 2006-14, "Consultation and Cooperation with Arizona Tribes" which required all executive Branch agencies to:

- Develop and implement tribal consultation policies;
- Designate a member of their staff to assume responsibility for the agency's implementation of the tribal consultation policy and act as the principle point of contact for tribal issues; and
- Review their tribal consultation policies each year and submit an electronic report to the Governor and the Legislature to describe all action undertaken.

Since the Executive Order was put into place, AHCCCS, ADHS, and ADES have developed and implemented tribal consultation policies that are specific to the scope of services for each agency. The 2007 Tribal Consultation Session was held as a tri-agency collaborative because the delivery of health and human services for Native Americans often overlaps between these three agencies. For example, eligibility determinations for medical assistance are coordinated between ADES and AHCCCS. Other overlaps in the delivery of services may occur when inter-agency agreements are in place, such as that between AHCCCS and ADHS for management of the provision of behavioral health services for eligible AHCCCS members.

The three primary health and human services agencies in Arizona recognize that Arizona's twenty-two tribes must be consulted when important policy changes are anticipated that will significantly impact the tribes and tribal members. In recognition that tribes are sovereign entities and have a unique relationship with the federal and state governments the Tri-Agency Tribal Consultation Session provided an opportunity for open dialogue among the ADHS, AHCCCS, ADES and tribal representatives.

Agency Directors Comments

Arizona Health Care Cost Containment System (AHCCCS) Director, Anthony Rodgers conducted a presentation that included an overview of the AHCCCS Program, covered services, and program updates. Director Rodgers also discussed the significance of the AHCCCS Tribal Consultation Policy. He also provided information on the AHCCCS Strategic Plan, the Strategic Initiative on Native American Health Care, and Native

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American enrollment statistics. Director Rodgers expressed a commitment to improving the health status of Native Americans in Arizona.

Arizona Department of Health Services (ADHS) Director, Susan Gerard, stated in her opening remarks that due to the downturn in the economy, everyone has concerns about program funding. She explained, however, that the majority of the Health Department's funding comes from the federal government. As a result, many programs are protected from state budget cuts. Ms. Gerard also emphasized that the Department's Strategic Plan incorporates and expands tribal initiatives into all program goals and objectives to better serve tribal populations and to be responsive to tribal consultation issues. The Strategic Plan also makes addressing health disparities a priority, and promotes a change in the agency culture to ensure tribal needs are recognized and addressed. All tribes are experiencing serious problems controlling the use and abuse of methamphetamines. Director Gerard stated that it is clear that additional prevention programs and treatment services are needed to address this problem.

Arizona Department of Economic Security (ADES) Director Tracy Wareing presented an overview of DES' services and programs. Director Wareing discussed the Department's commitment to working with Native American tribes to improve the quality, availability, and accessibility of human services to children, youth, adults, and elders. DES' Tribal Consultation policy was also stressed and Tribal leaders present were assured of ongoing consultation on issues impacting their communities. Director Wareing emphasized the opportunities for coordination and consultation with the Tribes, DES, ADHS, AHCCCS and other public agencies to address human services. Director Wareing identified many areas both the state and tribes must continue to plan for while also remaining cognizant of the Federal legislation and program requirements that affect our Native American tribes. Director Wareing further elaborated on how DES plans to move forward through collaboration in the continuation of key partnerships with the leadership of Native American Tribes, the Inter-Tribal Council of Arizona (ITCA) and the newly formed DES Native American Advisory Council.

Presented Issues

Each tribe is a distinct separate independent sovereign nation that is unique in culture, language, and location. Therefore, tribal service delivery issues need to be addressed in culturally-appropriate and unique ways. The following section summarizes comments provided to the state agencies by the tribal representatives in attendance at the Tribal Consultation Session. Comments were presented with the common understanding that ongoing true and meaningful consultation is essential to finding solutions that work for the tribes and the State. The comments made by tribes had three major overlying themes and perspectives. These included 1) funding and resource allocation, 2) program management, and 3) system integration.

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Funding and Resource Allocation

The tribes expressed a need for support to sustain current and future federal and state funding for programs affecting Native Americans, while stressing the importance of direct funding to tribal governments. Support for on-reservation health care facilities was also requested from the state. Currently, the Indian Health Service and tribally-operated 638 facilities remain the primary providers of medical and behavioral health care on reservation lands. In addition, long term care facilities on reservation are limited. Tribal members usually travel long distances to receive necessary medical, behavioral, and long term care services. Benefits of on-reservation facilities include the ability to staff culturally-competent service providers, proximity to family members and the care recipient's homeland, employment for local residents, and ultimately, quality of life for service recipients.

Information on the availability and distribution of funding for pertinent programs was also requested from the state agencies. The following comments were made regarding the topic of funding and resource allocation.

- Ona Segundo, Chairwoman, Kaibab-Paiute Tribe, requested information on the process for funding distribution to the tribes to administer the coordination of behavioral health services.
- Sandra Irwin, Health Department Director, Hualapai Tribe, requested the State's support in advocating for the continuation of funding for the Special Diabetes Program for Indians.
- Christina Andrews, Health and Human Services Department Director, Tohono O'odham Nation, requested information on Medicaid Administrative Match funding that may be available through the state. AHCCCS stated that Arizona does not provide Medicaid Administrative Match, but may provide relevant information to Ms. Andrews.
- Kenneth White, Jr., Business Manager, Fort Defiance Indian Health Service (IHS) Hospital, expressed his appreciation for the AHCCCS program for its assistance and education regarding appropriate billing for services provided to AHCCCS members receiving health care at the hospital. Mr. White also indicated that the current methodologies for the way services are reimbursed for Native American AHCCCS members needs to be examined. Mr. White indicated that reimbursement rates for medically-necessary transportation in rural areas needs to be different for rural providers. Mr. White also stated that the current inpatient and outpatient rates developed by the Office of Management and Budget (OMB) which is reimbursed to IHS and tribally-operated 638 programs for covered services provided to Native Americans enrolled in Medicaid, may not cover the cost of providing health care and needs to be examined. Mr. White also requested information regarding available funding for tribes to develop health information technology systems.

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- Thomas Cody, Legal Analyst, Division of Social Services, Navajo Nation, indicated a need for support from the state in various areas. Mr. Cody illustrated the rural conditions of the Navajo Nation, explaining the long distances tribal members must travel to obtain necessary health care services and resources, such as water and firewood. Mr. Cody also indicated the tribe's need for assistance regarding how the home delivered meals program should bill for services provided to elderly and physically disabled individuals living on-reservation. Mr. Cody expressed the need for the development of youth treatment centers. Mr. Cody expressed appreciation and emphasized the continued need for support from the state government to provide services that Native Americans are entitled to. AHCCCS indicated that information would be provided regarding payment for eligible services for ALTCS members. It was further stated that there may need to be coordination between the tribe and the ADES regarding funding for home-delivered meals available through the Older Americans Act.
- Fred Hubbard, Executive Director, Advisory Council on Indian Health Care, asked that the state research the possibility to reimburse health providers for case management services provided to Native American AHCCCS members.
- Susan McCraw Helms, Health Director, Salt River Pima-Maricopa Indian Community, expressed concerns about tobacco prevention program funding. She stated the Bureau of Tobacco Education Prevention Program (BTEP) strategic planning effort appeared to be pre-determined and that local projects would be de-funded in place of statewide initiatives. She advocated for continued funding of locally-developed prevention programs with BTEP funds. Director Gerard replied by stating that BTEP funding has not been pre-determined, but that the program is being revamped based on evidence-based research.
- Henry Walden, Health Director, Gila River Indian Community, asked for state support in the reauthorization of funding for the federal special diabetes program for American Indians and Alaska Natives.
- Alida Montiel, Health Systems Analyst, Inter Tribal Council of Arizona, Inc. (ITCA) asked for information on Regional Behavioral Health Authority (RBHA) tribal sub-contracts and what they are able to bill for. Ms. Montiel stated that she would like information on mental health and substance abuse block grant funding provided to tribes.

Program Management

- Susan McCraw Helms stated that tribes have trouble spending contracted emergency preparedness dollars and that tribes are overwhelmed by the deliverables most specifically the number of meetings the State requires. She also suggested that the ADHS RBHA contracts should require that qualified tribal psychiatrists be automatically credentialed by local Regional Behavioral Health Authorities (RBHAs).

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Currently, qualified tribal psychiatrists' diagnosis are being questioned and overwritten by RBHA evaluation staff. Director Gerard said she appreciated hearing these concerns and said she would like to follow up in an individual meeting with the tribe. Ms. Gerard also stated that the CDC sets deliverables for emergency preparedness funding, and that those change yearly.

- Alida Montiel commented on the need for annual training on Arizona State Hospital involuntary commitment. Lydia Hubbard-Pourier, ADHS TRBHA Contract Administrator, commented that Catherine Plumb from the state Attorney General's office is responsible for conducting education and training. Non-TRBHA tribes need to work with the RHBA's serving their reservations. The Attorney General's Office with ADHS-DBHS will be conducting training to help address these concerns, and have started with the Navajo Nation.

System Integration

The tribes expressed a need for partnerships, information sharing, and systems that complement each other in order that quality services are accessible for Native Americans in Arizona. Involvement from programs at the tribal, federal, state, and county levels is integral to this collaboration. The following are some of the comments provided regarding the need for system integration.

- Christina Andrews requested information regarding the payment of IHS contract health services for members of the Tohono O'odham Nation that reside in Mexico. AHCCCS stated that state residency is an eligibility requirement for enrollment in AHCCCS. Information would be obtained from IHS regarding their policy for payment of services to those members residing in Mexico.
- Sandra Irwin requested assistance to create 24-hour crisis teams for suicide response at the Hualapai Tribe. Ms. Irwin also stated the tribe did not have a Tribal Regional Behavioral Health Authority (TRBHA) contract with ADHS and that there was a need for an appropriate facility where an intoxicated individual can sober up.
- Velda Williams, Interim Director, Health Department, San Carlos Apache Tribe, expressed her appreciation for the responsiveness from the state. Ms. Williams indicated that methamphetamine use has created a widespread epidemic across the reservation and that there was a need for continued partnership to address this issue. She also stated that there was room for improvement in the ALTCS program. Velda noted the transportation and socioeconomic barriers that community members experience. Velda provided an example of a situation where a Native American elder living on the reservation was denied coverage because the Globe ALTCS staff went to the wrong residence to conduct the eligibility screening. Ms. Williams indicated the need for cultural competency in the approach used by staff members. Ms. Williams further stated that there was a need for education to tribal leaders and community members regarding available programs and services.

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- Susan McCraw Helms emphasized that many of the issues raised in this Session by tribes may not be isolated issues and to consider the possibility that the issues may be universal in nature. Ms. McCraw Helms further expressed the need for coordination in discharge planning especially for Native American members with chronic illnesses. She stated that opportunities for collaboration may include partnerships with tribal community health representatives. Ms. McCraw Helms also mentioned the need for notification and coordination when members become disenrolled or become ineligible for services. AHCCCS stated that there may be a need for collaboration with the IHS in the area of notification to the patient for renewal of eligibility. AHCCCS sends a renewal notice to the member, but understands that the member may not receive or read the notice in a timely fashion. AHCCCS provides a file to IHS on relevant fee-for-service member files that will be scheduled for renewal in the next month. Ensuring that this information is provided by AHCCCS and obtained by the IHS is a next step.
- George Bearpaw, Acting Director, Tucson Area Indian Health Service, expressed his appreciation for the cooperation and support from AHCCCS and ADHS in working with his office to improve health services for Native Americans in Arizona.
- Kenneth White, Jr. indicated the need for the state to develop and implement an action plan to address many of the issues raised during this Tri-Agency Tribal Consultation Session. He stated that the RBHA/TRBHA system does not work. There is confusion as to who will serve clients. There is a three-provider network comprised of Indian Health Services, the tribes, and the RBHA/TRBHA's. There is a need for a statewide Native American forum on behavioral health to be hosted by ADHS. Director Gerard replied by agreeing that there were problems and that solving them will require everyone working together. Each tribe has unique situations that are better served by individual meetings.
- Thomas Cody expressed the need for communication, education, and outreach from the state to community members and organizations, such as the Navajo Nation Health and Social Services Committee. Mr. Cody also indicated the need for state and tribal collaboration to implement the Governor's Methamphetamine Call to Action in tribal communities. He also indicated that there were some issues where Native American residents were not able to communicate with the providers in nursing facilities located off-reservation. Mr. Cody stated there were issues with Flagstaff Medical Center when the facility refused to take AHCCCS patients. He indicated similar provider refusals were prevalent in reservation "border-town" communities. In addition, he stated that families of individuals that receive services at detoxification facilities need assistance in order for the family to provide a supportive environment for the individual when they return home. Mr. Cody also commented on issues with Coconino County and added that the Navajo Division of Health is the appropriate entity to speak on behalf of the Navajo Nation. AHCCCS stated that with more information, it could look into the cases where members were refused services. AHCCCS may consider addressing this issue through education to its fee-for-service members and providers.

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- Ona Segundo requested information regarding the dental benefits available for individuals enrolled in the Arizona Long Term Care System (ALTCS). Chairwoman Segundo also indicated that there were private providers denying services to eligible Native American members, particularly those providing dental care services.
- Denise Exendine, Chief Executive Officer, Management Services Organization, Phoenix Area Indian Health Service, extended appreciation of the continued collaboration between the Phoenix Area IHS and state agencies such as AHCCCS as we work together to increase access and services for American Indians residing in Arizona..
- Fred Hubbard expressed his appreciation for the existing partnerships with the three state agencies.
- Henry Walden asked about state efforts in assisting tribes in public health data collection for public health planning and involvement of tribes in the Medical Electronic Disease Surveillance Intelligence System (MEDSIS) program. Director Gerard replied that she would direct Richard Porter, ADHS Bureau Chief for Public Health Statistics, to assist the tribe. Michael Allison commented that MEDSIS presentation meetings were held between ADHS and the Gila River Health Department to inform the tribe about the MEDSIS program and how tribes were to be included.

Summary

The Tri-Agency Tribal Consultation Session clearly identified that regular meetings between the state's health and human services agencies and the tribes are needed in order to improve communications with tribes about how programs work and are funded. There is a great deal of misunderstanding about state programs and who tribes need to call for assistance. Specific questions will be addressed by agency staff and ongoing collaborative communication will continue. In addition, follow up meetings with individual tribes will be scheduled to help the agencies better respond to specific tribal issues.

Attachment A –

List of Tri-Agency Tribal Consultation Session Participants

List of Participants Representing Tribes and Pertinent Organizations

<u>Name</u>	<u>Title</u>	<u>Tribe/Organization</u>
Sandra Irwin	Director, Health Department	Hualapai Tribe
Ona Segundo	Chairwoman	Kaibab-Paiute Tribe
Amelia Segundo	CHR Supervisor	Kaibab-Paiute Tribe
Dallas De Lowe	Social Worker/Senior Services Division	Salt River Pima-Maricopa Indian Community
Susan McCraw-Helms	Health Director	Salt River Pima-Maricopa Indian Community
Velda Williams	Interim Health Director	San Carlos Apache Tribe
Christina Andrews	Director of Health & Human Services	Tohono O'odham Nation
Harry Claw	Tribal Council	Navajo Nation
Thomas Cody	Legal Analyst/Division of Social Svcs.	Navajo Nation
Henry Walden	Director, Health Resource Dept.	Gila River Indian Community
Donna Vigil	Health Authority Executive Director	White Mountain Apache Tribe
Ken White	Business Manager	Fort Defiance Indian Hospital
Vivian Upshaw	Supervisory Health System Specialist	Fort Defiance Indian Hospital
Brian Zah	Director of Contract Health Services	Phoenix Indian Medical Center
Denise Exendine	Business & Revenue Services	Phoenix Area Indian Health Service
Sandra Champagne	Case Management	Phoenix Indian Medical Center
Linda Fafard	Case Management	Phoenix Indian Medical Center
Shirley Hunter	Business Office	Parker Indian Health Center
Loretta Lee	Health Systems Specialist	Parker Indian Health Center
George Bearpaw	Acting Director	Tucson Area Indian Health Service
John Kittredge	Chief Medical Officer	Tucson Area Indian Health Service
Alida Montiel	Health Systems Analyst	Inter Tribal Council of Arizona, Inc.
Darcy Roybal	Tribal Liaison	Magellan Health Services of Arizona

List of Participants Representing State Agencies and Departments

<u>Name</u>	<u>Title</u>	<u>Tribe/Organization</u>
Anthony Rodgers	Director	AHCCCS
Carol Chicharello	Tribal Relations Liaison	AHCCCS
Robert Birdwell, DDS	Dental Director	AHCCCS
Robert Lindley	Health Policy & Research Consultant	AHCCCS
John Molina, MD	Medical Director	AHCCCS
Rebecca Fields	Claims Administrator	AHCCCS
Kyra Westlake	Claims Policy	AHCCCS
Melanie Norton	Deputy Assistant Director	AHCCCS
Julie Swenson	KidsCare/DES Policy Manager	AHCCCS
Alan Schafer	ALTCS Manager	AHCCCS
Filmer Lallo	Tribal Case Management Coordinator	AHCCCS
Tracy Wareing	Director	ADES
Kathleen Kitcheyan	Tribal Liaison	ADES
Veronica Bossack	Director/Benefits & Medical Eligibility	ADES
Rex Critchfield	Director/Aging & Adult Services	ADES
Ann Marie Mena	Deputy Assistant Director/Child Support	ADES
Lewis Lane	Tribal Liaison	ADES
Julie Allison	Social Worker/Senior Services Division	ADES
Rich Slay	Policy Specialist	ADES
Susan Gerard	Director	ADHS
Michael Allison	Native American Liaison	ADHS
Lydia Hubbard-Pourier	TRBHA Contract Administrator	ADHS
Merv Lynch	Program Representative/DBHS	ADHS
Kim Russell	Community Development Manager	ADHS
Margaret Russell	Bureau Chief of Policy/DBHS	ADHS
Patricia Tarango	Bureau Chief	ADHS
Judy Norton	Bureau Chief/Office of HIV/AIDS Svcs.	ADHS

List of Participants Representing State Agencies and Departments (continued)

Margie Tate	Bureau Chief/Chronic Disease	ADHS
Virginia Warren	Chronic Disease Section Manager	ADHS
Fred Hubbard	Executive Director	Advisory Council on Indian Health Care
Lydia Guerra	Administrative Assistant	Advisory Council on Indian Health Care
Traci Morris	Program Specialist	Arizona Commission on Indian Affairs
Brad Tritle	Executive Director	Arizona Health-e Connection
Marnie Hodahkwen	Policy Advisor on Tribal Affairs	Office of the Governor